

HEWLETT-PACKARD COMPANY
Intellectual Property Administration
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PATENT APPLICATION

ATTORNEY DOCKET NO. 10007815-1

4-17-03

IN THE
UNITED STATES PATENT AND TRADEMARK OFFICE

Inventor(s): Timothy L. Goldstein

Confirmation No.:

Application No.: 09/909,329

Examiner:

Filing Date: 07/19/2001

Group Art Unit:

Title: APPARATUS AND METHOD FOR PROVIDING CUSTOMER SERVICE

COMMISSIONER FOR PATENTS
Washington, D.C. 20231

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INFORMATION DISCLOSURE STATEMENT

Sir:

Technology Center 2100

This Information Disclosure Statement is submitted:

- () under 37 CFR 1.97(b), or
(Within three months of filing national application; or date of entry of national application; or before mailing date of first office action on the merits; whichever occurs last)
- (X) under 37 CFR 1.97 (c) together with either a:
(X) Statement under 37 CFR 1.97(e), or
() a \$180.00 fee under 37 CFR 1.17(p), or
(After the CFR 1.97 (b) time period, but before final action or notice of allowance, whichever occurs first)
- () under 37 CFR 1.97 (d) together with a:
() Statement under 37 CFR 1.97(e)(1) or (2), and
() a \$180.00 fee set forth in 37 CFR 1.17(p).
(Filed after final action, a notice of allowance, on or before before payment of the issue fee)

Please charge to Deposit Account **08-2025** the sum of \$0.00. At any time during the pendency of this application, please charge any fees required or credit any overpayment to Deposit Account **08-2025** pursuant to 37 CFR 1.25.

(X) Applicant(s) submit herewith Form PTO 1449 - Information Disclosure Citation together with copies, of patents, publications or other information of which applicant(s) are aware, which applicant(s) believe(s) may be material to the examination of this application and for which there may be a duty to disclose in accordance with 37 CFR 1.56.

() A concise explanation of the relevance of foreign language patents, foreign language publications and other foreign language information listed on PTO Form 1449, as presently understood by the individuals(s) designated in 37 CFR 1.56 (c) most knowledgeable about the content is given on the attached sheet, or where a foreign language patent is cited in a search report or other action by a foreign patent office in a counterpart foreign application, an English language version of the search report or action which indicates the degree of relevance found by the foreign office is listed on form PTO 1449 and is enclosed herewith.

It is requested that the information disclosed herein be made of record in this application.

- (X) I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, Washington, D.C. 20231. Date of Deposit: 3/27/2003

OR

- () I hereby certify that this paper is being transmitted to the Patent and Trademark Office facsimile number _____ on _____ Number of pages: _____

Typed Name: Shana L. East

Signature: Shana L. East

Respectfully submitted,

Timothy L. Goldstein

By Jon E. Holland

Jon E. Holland

Attorney/Agent for Applicant(s)

Reg. No. 41,077

Date: 3/27/2003

Telephone No.: (256) 704-3900



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STATEMENT UNDER 37 CFR 1.97(e)

Technology Center 2100

Sir:

The undersigned hereby certifies that either:

- (X) Each item of information contained in the Information Disclosure Statement was cited for the first time in a communication from a foreign patent office in a counterpart foreign application, not more than three months prior to the filing of the statement, or
- () No item of information contained in the Information Disclosure Statement
- was cited in a communication from a foreign patent office in a counterpart foreign application, and
 - to the knowledge of the undersigned, after making reasonable inquiry, was known to any individual designated in 37 CFR 1.56 (c) more than three months prior to the filing of the Information Disclosure Statement.

Respectfully submitted,
Timothy L. Goldstein

By 
Jon E. Holland

Attorney/Agent for Applicant(s)
Reg. No. 41,077

Date: 3/27/2003

Telephone No.: (256) 704-3900

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Sheet 1 of 1

FORM PTO-1449

LIST OF PATENTS AND PUBLICATIONS FOR
APPLICANT'S INFORMATION DISCLOSURE
STATEMENT

(Use several sheets if necessary)

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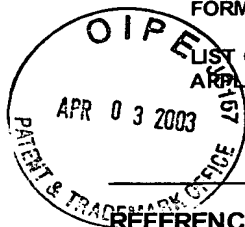
APPLICANT

Timothy L. Goldstein

FILING DATE

07/19/2001

GROUP



REFERENCE DESIGNATION

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	PUBLICATION DATE	NAME	Pages, Columns, Lines Where Relevant Passages or Figures Appear
	1A	US 6,065,136	05/16/2000	Shoji Kuwabara	
	1B				
	1C				
	1D				
	1E				
	1F				
	1G				
	1H				
	1I				
	1J				
	1K				

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FOREIGN PATENT DOCUMENTS

		DOCUMENT NUMBER	PUBLICATION DATE	NAME OF PATENTEE OR APPLICANT	Pages/Columns/Lines Where Relevant Passages/Figures Appear	Check if Translation attached
	1L	JP200-261834	09/22/2000	Iwai Nobuo		X
	1M	GB 2 340 608	02/23/2000	Hospilab Limited		
	1N	GB 2 288 100	10/4/1995	Eastman Kodak Compan		
	1O	EP 0 778 529	6/11/1997	Samsung Electronics		
	1P	EP 1 251 467	10/23/2002	Honda Giken Kogyo Ka		

OTHER REFERENCES (including Author, Title, Date, Pertinent Pages, etc.)

	1Q	
	1R	
	1S	

EXAMINER

DATE CONSIDERED